



### **Contact Details**

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### **Personal Details**

Gender: Male  
Date of Birth: 24 July 1974  
Nationality: Egyptian  
Marital Status: Married  
Visa Status: Resident Visa

Languages:  
Arabic "Native Language"  
English "very good command of spoken & written"  
French "Basic Knowledge of spoken & written"

Address: Sharjah, Al  
Tawen, Tniji building ,flat  
207

# **Raef Abd-Elgawad Abadir Rostom**

## **EDUCATION**

Bachelor of Commerce Cairo University – Year 2001  
Technical Commercial Diploma – Year 1994

## **PROFESSIONAL EXPERIENCE**

### **(UAE Work Experience)**

***\*Americana Group (Dubai) - January 2014 till Now***

#### **Restaurant Manager.**

- Taking responsibility for the business performance of the restaurant.
- Follow the operation standard to maintain Q S C .
- Analyzing and planning restaurant sales levels and profitability.
- Preparing reports at the end of the shift/week, including staff control, food control and sales.
- Creating and executing plans for department sales, profit and staff development.
- Managing staff and providing them with feedback.
- Responding to customer complaints.
- Ensuring that all employees adhere to the company's uniform standards.
- Meeting and greeting customers and organizing table reservations.
- Recruiting, training and motivating staff.
- Organizing and supervising the shifts of kitchen, waiting and cleaning staff.
- Maintaining high standards of quality control, hygiene, and health and safety.
- Checking stock levels and ordering supplies.
- Preparing cash drawers and providing petty cash as required.
- Helping in any area of the restaurant when circus

### **(EGYPT Work Experience: 11Years)**

***\*Nikhil Inn- Resort - July 2004 to October 2012***

***(South Sinai, Nuweiba, Tarabeen)***

#### **General Manager**

- Planning and organizing accommodation, catering and other hotel services.
- Promoting and marketing the business.
- Managing budgets and financial plans and controlling expenditure.
- Responsible for all administration works.
- Provide reports, as required, for hotel owner.
- Preparation of monthly accounts and reports annual preparation of the final account.
- Recruiting, training and monitoring staff.
- Ensure all required repairs and maintenance is performed on all hotel equipment and assets as scheduled or requested by guests, Housekeeping, and management. Such duties could consist of HVAC, plumbing and electrical repairs, and furniture replacement and/or repair.
- Schedule team members - taking into consideration expected guest arrivals and departures, occupancy levels, guest service needs and budgetary guidelines.
- Planning work schedules for individuals and teams.

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**\*Orascom Construction - January 2001 to June 2004**

*(Project Ain Sukhna Power Plant Suez, Egypt)*

**Administration Manager**

- Assists office staff in maintaining files and databases.
- Prepares reports, presentations, memorandums, proposals and correspondence
- Assigns jobs and duties to office staff as needed.
- Monitors office operations.
- Schedules appointments and meetings for executives and upper level staff.
- Serves as the go-to for office inquiries and conflicts.
- Manages staff schedules.
- Tracks office supply inventory and approves supply orders.
- Supervises all administrative personnel.

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*Tips*

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- High managerial and leadership skills.
- Enthusiastic & having great tendency to learn, adapt & innovate
- Dynamic, oriented & motivated with proven success in office operation.
- Committed & loyal to the work environment.
- Interacts easily with clients, suppliers, management & staff with a positive attitude.
- Reliable, organized and confident to work independently and efficiently under pressure.
- Experience in teamwork, interpersonal & communication skills.
- Planning & organizing skills.
- Problem Solving & Decision Making Attention to detail.
- Flexible / Adaptable / Dependable / Cooperative.
- Sensitive communicator.

**Computer Skills**

*Microsoft Programs (Ms Word, Excel, Outlook)*

*Photoshop*

**Courses Program**

*\*Essentials of management*

*\*Effective Communication and Human Relation*

*\* LEADERSHIP*

*\* HCCAP CERTIFIED*

**References**

References are available on request

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